



COMMENTS AND RATINGS

West Lothian Trusted Trader Scheme

Revival Joinery Ltd

NUMBER OF FEEDBACK FORMS RECEIVED: 8

AVERAGE SATISFACTION SCORE (OUT OF 10): 9.8

The following feedback forms have been completed by previous customers, rating their experience of dealing with Revival Joinery Ltd.

ONLINE FEEDBACK PROVIDED	Date received: 9 th April 2026			
	Total cost of work: £800			
	Description of work: Removal of existing UPVC kitchen window & replaced with a modern window to better specifications.			
	Comments: The joiner, Euan, was totally professional, methodical in his work & tidy. The whole works was completed within an acceptable time frame. Certainly would recommend Revival Joinery to anyone & will be contacting them for any further works I required.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th October 2025			
	Total cost of work: £6000			
	Description of work: Replacement of 1st floor wooden balcony; removing old and building/installing new.			
	Comments: Very competitive quote, great service throughout and the installation team did an amazing job dismantling the old balcony and putting the new one in place all in one day. Would definitely recommend.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th September 2025			
	Total cost of work: £9000			
	Description of work: restoring and double glazing my traditional sash and case windows in the conservation area of Dunbar.			
	Comments: Callum and his team have done a fantastic job restoring and double glazing my traditional sash and case windows. Communication, workmanship, and doing what they said they would do when they said they would do it, has all been first class. Callum has always answered my many questions very promptly and patiently, and has absolutely gone the extra mile. This is an extremely professional and reassuring company to do business with. Highly recommended.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	9	10	10	9

ONLINE FEEDBACK PROVIDED	Date received: 24 th July 2025			
	Total cost of work: £5500			
	Description of work: Source cause of dampness in internal wall and repair damage caused by same.			
	Comments: Work was done in a timely manner with any mess being cleared up by the tradesmen - would have no hesitation in recommending Revival Joinery.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 17 th July 2025			
	Total cost of work: £4500			
	Description of work: He replaced 5 front doors for me. Removed old doors and disposed of. Fitted new PVC double glazed doors. Came back to adjust one door that didn't fit quite right. (Within 4 hours of being told of fault).			
	Comments: Excellent service from start to finish. 6 weeks from measuring up to paying invoice. I think this was really good as the doors have to be made. Gave me lots of choices of styles and colours.			
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	9	10	10

ONLINE FEEDBACK PROVIDED	Date received: 16 th July 2025			
	Total cost of work: £2341.20			
Description of work: Cut out and repair a failed expansion joint on a concrete factory floor (13m). Process: Removed existing expansion joint, cast new flexible repair with epoxy based concrete, cut a new expansion joint, clean up work area.				
Comments: Work was completed quickly and on time. Work was to a very high standard. The contractor scheduled the work to prevent any impact on manufacturing. Left the work area clean and conducted the work safely.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	8	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 15 th July 2025			
	Total cost of work: £45,000			
Description of work: Fitted kitchen and bespoke doors and windows.				
Comments: Excellent workmanship carried out professionally. A pleasure to deal with from Revival's creativity to producing bespoke products and fitting them. Very polite and tidy. I can highly recommend this very knowledgeable company. The team's work was first class. Nothing was a problem.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10

ONLINE FEEDBACK PROVIDED	Date received: 9 th July 2025			
	Total cost of work: £5600			
Description of work: Supplied and fitted replacement windows and fire doors for a period property.				
Comments: Revival Joinery designed all the work to match the period of the property. The work was carried out efficiently and with great care. The company provided good value for money.				
	Value for money	Quality of work	Service	Tidiness
Customer Ratings (Out of 10)	10	10	10	10